

ALPLA Upgrades Communication Solution with Spectralink's S Series Handsets Integrated with Microsoft Teams



By upgrading to Spectralink's S Series Handsets and integrating with Microsoft Teams, ALPLA successfully addressed its communication challenges while future-proofing its infrastructure. Spectralink's commitment to understanding and addressing customer feedback ensured a seamless transition and enhanced user experience for ALPLA across their European factories.



Who are ALPLA

Established in 1955, ALPLA stands as a global leader in pioneering innovative plastic packaging solutions, encompassing bottles, caps, and injection-molded parts across diverse industries. With a workforce of 23,300 spread across 196 sites spanning 47 countries, ALPLA achieved a remarkable turnover of €4.7 billion in 2023.

The challenge

ALPLA has long relied on Spectralink DECT solutions to meet internal communication needs across six of its European factories. However, the bustling production environments, characterized by overwhelming noise levels, presented significant communication challenges. Despite the effectiveness of the Spectralink 76 Series, ALPLA recognized the potential for further improvement in audio quality to enhance operational efficiency. The new solution had to uphold the same high standards of durability and ruggedness as ALPLA's previous Spectralink handsets.

In addition, as ALPLA made the strategic decision to transition from Skype for Business (S4B) to Microsoft Teams, they sought a communication solution that seamlessly integrated with the new platform. Aware of Spectralink's reputation for offering superior Microsoft Teams phone solutions, ALPLA remained committed to the brand. Behind the scenes, Spectralink was diligently developing its next generation of DECT handsets to elevate communication, productivity, and safety standards. The introduction of the S Series heralded a new era in addressing ALPLA's evolving communication needs.

"The main pain point was from the employee's on the factory floor talking in loud areas. This was the key reason we started with the testing of the S Series."

**– Stefan Hasenburger,
Senior Digital Workplace Engineer at ALPLA**

The solution

ALPLA was selected as a beta trial site for the S Series due to its noisy production environment, which presented an ideal testing ground for evaluating the enhanced features such as dual microphones, echo cancellation, and noise suppression. They deployed S33 devices in their one of German and one of their French factories.

The deployment of Spectralink's S Series handsets at ALPLA's manufacturing facilities received comprehensive support from Spectralink's Professional Services Team, proving instrumental in ensuring a seamless integration and maximizing the benefits for Stefan and his team. Spectralink's commitment to excellence extended beyond the initial deployment, with the Professional Services Team making multiple on-site visits both before and after the implementation.

Before deployment, Spectralink's professionals conducted thorough site assessments, engaging closely with ALPLA's team to understand their specific communication needs and challenges. This proactive approach allowed for a tailored deployment strategy that considered the unique aspects of ALPLA's manufacturing environment. Stefan commented that "It was very nice to work with the complete Spectralink Team. The co-work during the testing was great; they tried their best to improve things as quickly as possible. A good experience from my side."

Additionally, ALPLA utilizes AMIE for IP-DECT to manage their multiple sites using Spectralink's DECT Solution. Stefan explained "AMIE is used as a monitoring tool; previously, our local IT guys couldn't get any access to the information as we couldn't regulate the user rights; now, with AMIE, we have

"We can hear each other better on both sides now because of the noise filtering and the voices are much clearer when speaking to each other in loud areas. It was difficult to talk with each other on the previous handsets, the good news is, this is now possible again. Not only have the team seen a real improvement on the sound quality, but the new handsets look more professional and state-of-the-art."

– Stefan Hasenburger,
Senior Digital Workplace Engineer at ALPLA

the possibility to do some of that; they can see the handsets and base stations that are logged in allowing them to see if a base station is offline and other rudimental things like that, relieving the burden on my team and giving some of the control to the local teams. It's easy to use and easy for them to understand and check things."





Results — Advancements in Communication Excellence with Spectralink S Series Handsets

The implementation of Spectralink S Series handsets marked a leap forward in both voice quality and volume, achieved through the integration of cutting-edge technologies. The incorporation of a dual antenna, a more powerful processor, and advanced background noise suppression resulted in the delivery of clearer and louder sound. This technological synergy extended to increased ring and speech volumes, ensuring that conversations were distinctly heard even in the bustling environment of a factory floor. This comprehensive approach effectively addressed the primary challenge of ambient noise, significantly enhancing communication effectiveness in such dynamic environments.

The remarkable resilience of Spectralink S Series handsets in harsh manufacturing conditions was evident, as they endured exposure to dust, moisture, and vibrations without any damage or malfunction. This durability not only ensured seamless communication but also played a pivotal role in enhancing overall operational efficiency. In a manufacturing landscape that operates round the clock, the reduction in downtime risk, achieved through the dependable performance of the S Series, empowered ALPLA to consistently adhere to production schedules and meet delivery deadlines with reliability.

Furthermore, the incorporation of advanced noise suppression technology elevated communication capabilities. This feature enabled effective conversations even in acoustically demanding settings, ensuring the conveyance of crucial information without distortion or interruption. Consequently, these enhancements contributed to smoother operations and heightened productivity among ALPLA's employees.

In addition to its hardware innovations, the S Series seamlessly integrated with Microsoft Teams, providing ALPLA with access to the platform's full suite of communication and collaboration tools. This seamless integration not only streamlined the migration process but also ensured uninterrupted access to essential features, maintaining operational continuity during transitions.

Acknowledging the necessity for clear communication in noisy surroundings, the S Series handsets offered elevated volume levels, guaranteeing that messages resonated loudly and distinctly across the factory floor. This feature effectively overcame potential barriers to effective communication.

Regarding AMIE, ALPLA previously operated multiple systems dispersed across Europe. However, with the implementation of AMIE, they consolidated their monitoring and maintenance activities into a single system. This approach allowed them to grant access to local administrators at each site for daily monitoring tasks without requiring direct access to the servers on-site.



Conclusion

Spectralink's deployment of the S Series handsets at ALPLA's European factories successfully addressed their communication challenges, delivering enhanced audio quality, noise suppression, and seamless integration with Microsoft Teams. By leveraging Spectralink's advanced communication solutions, ALPLA achieved improved productivity, efficiency, and future-proof communication infrastructure across its manufacturing facilities. This partnership exemplifies the transformative impact of innovative communication technologies in enhancing operational excellence and facilitating seamless business operations.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30 years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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